

METHODS, SYSTEMS, AND COMPUTER PROGRAM PRODUCTS FOR
MANAGING A SERVICE PROVIDED BY A NETWORK

ABSTRACT OF THE DISCLOSURE

Embodiments of methods, systems, and computer program products are provided for managing a service. For example, service quality and/or performance requirements may be obtained from a client and quality and/or performance data may be collected from the network. The collected quality and/or performance data may

- 5 then be compared with the service quality and/or performance requirements to determine if the network quality and/or performance requirements are satisfied. Thus, a service may be comprehensively managed by using collected quality and/or performance data from the network to verify that the network is providing a level of service expected by a client.